QA Audit W26

📆 **date of audit:** 30.06.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 27.06.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna to inquire about a current invoice related to a travel company and to understand the payment breakdown for tickets purchased.

Outcome: The agent provided the total amount due and explained the interest associated with the payment plan. The customer expressed understanding and thanked the agent for the assistance.

⬆️ **Positive notes:**

Good taking the full name - important even when the customer is identified with Bank-ID.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement Opportunities:**

Communication: Avoid saying "Nej, nej, nej" since it can come across as rude. Just provide the customer with the correct information.

✅/❗ ***Audit passed or failed:***

100% Passed